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EARLY WARNINGS LIFT CUSTOMER SERVICE LEVELS **Remote lift monitoring made possible by LiftStore**

Already working alongside many of the UK's local authorities, providing state of the art lift control and safety systems, LiftStore has extended its product offering to include the new web-based, remote access lift monitoring software, CMS Anywhere, bringing with it a wealth of flexibility in terms of facilities and site management..

Giving access to performance reports, lift testing capability and instant access to any event or fault reports, without the need to visit the site in question, CMS Anywhere enables facilities managers to ensure maximum service from a lift and act swiftly should a problem arise.

One of the first to take advantage of the monitoring software is the London housing provider, CityWest Homes. As the managing agent and maintenance supplier for Westminster City Council's 22,000 homes, customer care is the top priority at CityWest Homes and its facilities management capacity has been enhanced by the installation of LiftStore's remote monitoring software, CMS Anywhere, across a number of its developments.

Established as one of the UK's first ALMOs in 2002 and awarded a 3 star, excellent, rating by the Audit Commission in 2006, standards have already proven high. A forward thinking organisation, CityWest turned to LiftStore's lift monitoring equipment, in a bid to maintain its exceptional levels of service.

Naturally, lift safety and reliability is paramount in the operation of any multi-floor property, where residents may be wholly dependent on a lift's consistent operation and, as Nick Humphries, principal lift engineer at CityWest explains, the ability to quickly deal with any service issue is crucial: *"Where the welfare of our residents is concerned, as well as for general housekeeping, we simply have to catch faults early. Availability of service is not just about obligation and ratings but deeply affects people's everyday lives. The unique benefit of CMS Anywhere, with its web-based functionality, is that it gives us early warning of a*

LiftStore Information

breakdown or even a potential fault, without us having to visit individual sites – an immediate alert. This enables us to give the quickest possible customer service to those people who need lift access on a daily basis.”

Indeed, as well as service availability being linked to KPIs, there are other benefits that can be achieved with the aid of a comprehensive and readily accessible monitoring service. At CityWest, significant efficiency gains have been made through access to in-depth electronic records.

“Having instant access to a reporting mechanism helps us to direct our maintenance resources exactly where they are needed. The time spent undertaking, often unnecessary, pre-emptive jobs is greatly reduced”, adds Nick. “The maintenance reporting also helps us interact much more efficiently with our contractors, spending less time on invoicing and more on improving service.”

As well as its ability to detect problems before they become serious, one notable benefit of CMS Anywhere has become apparent when things do go wrong:

“When there is a breakdown, we can now act immediately, without the need for the emergency services to be called in. Because we’ve had the early warning, our engineers attend site, release trapped passengers and reset the lift, reducing the demand on the Fire Service to concentrate on more pressing emergencies.”

The trial of LiftStore’s CMS Anywhere at CityWest Homes has involved the installation of the monitoring interface on 44 lifts, providing a constantly accessible tool to aid the company’s customer service drive.

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